

Section C

Performance Work Statement

C. Background:

This Defense Finance and Accounting Service (DFAS) Performance Work Statement (PWS) requires a contractor to provide payroll services to approximately 2.5 million military retiree, surviving annuitant, and other pay recipients. Successful provision of these services will encompass management of existing and new accounts, performance of customer service operations, pay operations, electronic data exchange with interfacing partners, generation and distribution of reports, and providing infrastructure support services. The Department of Defense (DoD) actuaries project an approximate two- percent (2%) annual increase in the number of retiree and annuitant pay accounts under this proposed contract.

The purpose of this contract is to provide accurate and timely transactions (as defined in Section J.1 and J.6) related to Military Retiree and Annuitant pay functions, by maximizing state of the art technology that allow flexibility to support DFAS customers.

For the remainder of section C “government” refers to the Defense Finance and Accounting Service (DFAS) and “contractor” refers to any entity that intend to perform the work.

Acronyms and Abbreviations are set forth in Section J.2

Performance Requirements Summary and Workload estimates are set forth in Sections J.1 and J.6, respectfully.

C-1. Introduction:

The objective of the DFAS Military Retiree and Annuitant pay requirement is to perform optimum finance and accounting business operations and information technology infrastructure services in accordance with the DFAS corporate strategy. This involves applying best commercial practices, leveraging technology, employing business process reengineering, and streamlining procedures that result in improved performance and reduced cost. Further, the requirements must be compliant with all applicable laws, regulations, and policies.

C-1.1. Support of the Federal Managers Financial Integrity Act (FMFIA) of 1982: The contractor shall support the government oversight tasking as outlined in the FMFIA. The contractor shall examine all assessable units and critical processes in accordance with the FMFIA Act of 1982 as codified in 31 USC 3512, OMB Circular A-132 Management Accountability and Control, and DFAS Regulation 5010.38-R Internal Management Control Program. See the list of Publications at Section J.3, for laws, regulations, and policy guidance applicable to the requirements stated in section C.

C-1.2. DFAS is responsible for making correct and timely (see Section J.1) recurring payments and/or out-of-cycle payments to:

- ◆ Department of Defense (DoD) military retirees or their legal representatives;
- ◆ Survivors of retirement eligible members who die while on active duty and survivors of reservist that qualify for retirement;
- ◆ Surviving dependents or family member(s) of a deceased retiree that elects survivor benefits;
- ◆ Former spouses of retirees and Child Support Agencies and Courts;

- ◆ Transitional compensation for victims of dependent abuse;
- ◆ Voluntary Separation Incentive recipients and their beneficiaries, and Reservist Special Separation Payment;
- ◆ Retired judiciary of the U.S. Court of Military Appeals;
- ◆ Recipients of Special Compensation for Severely Disabled Retirees (SCSD);
- ◆ Allotments requested by military retirees;
- ◆ Internal Revenue Service levies for tax delinquent retirees.

C-1.3. Retention of Inherently Governmental Functions:

C-1.3.1. In performing retiree and annuitant pay operations on behalf of the government, the contractor must calculate, pay, collect and account for funds, and provide disbursing-related services in an accurate and timely manner. While the contractor routinely will apply statutory, regulatory, and other applicable legal authorities to accomplish these tasks, the government retains the inherently governmental authority to substantively determine how all such legal authorities affect the eligibility for and calculation of entitlements, the collection of debts, and the accounting for funds.

C-1.3.2. The contractor shall obtain determinations from the government on all matters that require a substantive interpretation about the application of the legal authorities and eligibility requirements that relate to retiree and annuity pay operations.

C-1.3.3. The government retains approval authority for responses to Freedom of Information Act (FOIA) requests (other than routine responses that, because of statute, regulation, or agency policy, do not require the exercise of judgment in determining whether documents are to be released or withheld). The government will approve agency responses to the administrative appeals of denials of FOIA requests; however, the contractor will provide information and support in the preparation of all FOIA responses.

C-1.3.4. The government retains responsibility for the collection, control, and disbursement of public funds and for Treasury accounts. However, the contractor will provide debt collection services on behalf of the government as authorized by Title 31, United States Code but subject to laws and regulations applicable to debt collection. The government retains the authority to resolve a dispute; waive or compromise a claim; end collection action; or refer a matter to the Attorney General to bring a civil action.

C-1.4 Reserved

C-1.5 Key Personnel

C-1.5.1 Contractor Representative (Primary)

The contractor shall provide a representative who shall be responsible for the performance of the work. The name of this person, and an alternate or alternates, if any, which shall act for the contractor when the representative is absent, shall be designated in writing to the contracting officer. The representative or alternate(s) shall have full authority to act for the contractor on all contractual matters relating to daily operation of this contract.

C-1.5.2 Contractor Representative Responsibilities

1. Day-to-day management of overall contract support operations, involving multiple projects, diverse and widespread customer base, and groups of contractor personnel at operating locations(s).
2. Organizing, directing, and coordination planning and production of all contract support activities.
3. The authority to represent the contractor on contractual issues.

C-1.5.3 Alternate Contractor Representative

The alternate representative shall have full authority to act for the contractor on all contractual matters relating to daily operation of this contract. Experiences and responsibilities shall mirror those of the primary representative.

C-1.5.4 Availability

The contractor representative or alternate shall be available during normal duty hours within 60 minutes to discuss problem areas. After normal duty hours, the primary or alternate shall be available within two hours.

C-1.5.5 Use of Language

The primary representative and alternate shall be able to read, write, speak, and understand English.

C-1.5.6 Employees

The contractor shall not employ persons for work on this contract who are identified by the contracting officer as a potential threat to the health, safety, security, general well being, or operational mission of the installation and its population.

C-2. Contract Scope:

The contractor shall perform all Military Retired and Annuity pay functions defined in this PWS, except as specified in Section J.4 as government-furnished. The contractor shall also provide quality services that are flexible and responsive to the changing needs of the Military Retiree and Annuitant pay functions (See Section J.1.). The contractor shall maintain current technology, refresh and upgrade the technology infrastructure, implement best business practices, and maintain a management structure that serves as a "business partnership" with the DFAS.

The contractor shall support and resolve issues with customers and end users, explore new ways to improve performance and reduce the cost of performing future operations. The contractor will be responsible for Military Retiree and Annuitant business operations, customer service, quality of services, timeliness of performing functions, client support services, information processing, printing, and responding to the DFAS requests for information.

C-3. Business Operations:

C-3.1. Accounts Management: The contractor shall establish new accounts and process necessary changes to maintain existing accounts in an accurate and timely manner (See Section J.1). The contractor shall maintain an accounts management system to manage approximately 2.5 million active accounts, and interpret and apply statutory and regulatory guidance to determine the accuracy of information received for processing. The contractor will provide projection information regarding retired retainer pay entitlement, annuity pay entitlement, retroactively credit and debit accounts including taxable income, terminate pay accounts upon receipt of proper death notification or information substantiating the termination, and/or future offsets to customers as requested in accordance with regulations.

C-3.1.1. Existing accounts: The contractor shall maintain retiree and annuitant accounts within the parameters of the specific branches of military service (See section J.1 and the current service level agreements found in the technical library). In addition, the contractor shall be responsible for calculating pay and entitlements for retirees and annuitants; identifying uncollected debts and collecting the debts; calculating pay and entitlements for deceased active duty members who are retirement eligible; and processing Military Voluntary Separation Incentive Plan for service members.

C-3.1.2. The contractor shall coordinate and consult with the Department of Veterans Affairs, Social Security Administration, the Defense Manpower Data Center, and Military Personnel Systems to verify that customer information within the respective pay systems is consistent, and reconcile inconsistent information.

C-3.1.3. The contractor shall have the necessary finance and accounting capability to manage diverse areas that have aspects of retiree and annuitant payroll and accounting systems, commercial market retiree and annuitant plans, and insurance, as regulated by: U.S. Code, the U.S. Code of Federal Regulations, and Department of Defense regulations and directives (see list of Publications at Section J.3).

C-3.2. New Accounts: A new retiree account is set up for individuals who retire from the Department of Defense military services. A new annuitant account is set up upon the death of a retiree who elects Survivor Benefit Plan (SBP) coverage, or the death of a retirement eligible active duty or reserve military service member.

C-3.2.1. The contractor shall:

- ◆ Establish new accounts for retirees within parameters established by the services (See service level agreements and interface requirements in the technical library, and at Sections J.5 and J.7)
- ◆ Establish annuitant accounts for a current or former spouse, the child or children; or a Natural Interest Person elected by the retiree;
- ◆ Establish a payment process for former spouses entitled to a portion of retired pay;
- ◆ Calculate retired pay entitlement for members and annuity entitlement for survivors;
- ◆ Create new accounts for retired reservists upon notification from the military service;
- ◆ Create placeholder accounts for retired active duty members retained on active duty;
- ◆ Establish customer accounts that cannot be created in the current Automated Information System (AIS) environment; and
- ◆ Establish accounts for VSI, VOA, and SCSD recipients.

C-3.2.2. Once a new account is established, the contractor shall make timely notification to the new customers. The notification may be in hard copy or electronic format as requested by the recipient. The contractor shall explain the effective date and amount of the entitlement, factors used to calculate the pay, and as appropriate, provide an opportunity to select an alternative pay calculation.

C-3.2.3. Reports: See the DRAS-APS and DRAS-RCPS Output Reports in Section F and interface data file requirements in Section J.5.

C-3.3. Account Changes/Maintenance: The contractor shall receive, process and determine appropriateness for account changes that may be categorized as, but not limited to, administrative, legislative/statutory, modifications to pay, customer initiated, court ordered, death, reclamation, order of the service Secretary, Executive Orders, and temporary/permanent status changes. The contractor shall have the capacity to compute retroactive payment amounts and store suspense information for future accounts.

C-3.3.1 Debt Collection: The contractor shall perform two types of debt collection functions: payment recovery and collection of other debts. The contractor shall compute and collect appropriate administrative charges, interest, and penalties.

C-3.3.1.1 "Payment recovery" is the collection of overpayments arising from retired and annuity pay. The contractor must provide any due processes required by the statutes and regulations applicable to debt collection by the Federal Government. The government retains responsibility for validating the existence of indebtedness, resolution of disputes,

waiver or compromise of a claim, termination or suspension of a collection action, and referral of a matter to the Attorney General to bring a civil action for collection.

C-3.3.1.2 “Collection of other debts” are those debts that do not pertain directly to the retiree and annuitant pay operations but are debts authorized to be collected by the government. The contractor shall collect any authorized debts through offsets against retiree or annuitant pay. For these debts, the contractor does not determine the existence or amount of such debts, or provide additional due process.

C-3.3.1.3 The contractor shall process all debts in accordance with applicable statutes and regulations. They shall determine the necessary length of time for periodic payment deductions, and compute and apply any applicable charges. For pay accounts in a no pay due status, the contractor shall refer any debts to the Defense Debt Management System (DDMS). (See sections J.5 and L.10 for interface and technical information on DDMS). The contractor shall recall debts from DDMS when accounts return to an active pay status. The contractor shall credit the appropriate accounting fund for all monies collected and provide an audit trail to support the action taken on collecting any debts.

C-3.3.2. Account Status Change: The following may result in a modification to pay or an account status change that requires the contractor to determine temporary or recurring eligibility. Coordinate the designation from the government for a person to receive the mentally incompetent retiree's or annuitant's pay when no court appointed representative exist; obtain reinstatement eligibility; and the permanent termination or loss of eligibility. Below are examples of reasons to change an account. This list does not represent all the circumstances that may cause an account to change.

C-3.3.2.1 Temporary Changes:

- ◆ The marriage/remarriage of a retiree or annuitant;
- ◆ A dependent school-age child that is not a full-time student;
- ◆ Non-receipt of a recent Certificate of Eligibility (COE) or Report of Existence (ROE) form;
- ◆ Minimum Income Widow (MIW) annuitant that exceeds the minimum income;
- ◆ The member is recalled to active duty for thirty (30) days or more;
- ◆ Orders from the Service Secretary;
- ◆ Retiree waives retiree pay in lieu of civil service annuity;
- ◆ Pay is undeliverable (whereabouts unknown);
- ◆ Department of Veterans Affairs (DVA) award of disability compensation or dependency indemnity compensation which exceeds gross pay;
- ◆ Suspected death;
- ◆ Pending appointment of legal representative;
- ◆ Retiree's and/or annuitant's questionable competency status; and
- ◆ Process Garnishments and Bankruptcy orders.

C-3.3.2.2. Reinstatement of pay changes:

- ◆ Receipt of the COE or ROE;
- ◆ Order by the service Secretary;
- ◆ Retiree renounces his civil service annuity;
- ◆ The whereabouts/status of the customer is determined;
- ◆ The DVA award is reduced to less than gross pay;
- ◆ When a school-age child annuitant becomes a full-time student;
- ◆ The divorce/annulment of a remarried annuitant;
- ◆ A recalled member is again retired from active service;
- ◆ Minimum income no longer exceeds the minimum limit;
- ◆ Receipt of Social Security Administration (SSA) verification for working widow;

- ◆ Legal representative appointed; and
- ◆ Competency confirmed.

C-3.3.2.3. Permanent changes:

- ◆ End of eligibility period;
- ◆ By order of the service Secretary;
- ◆ Legal opinion issued by the Office of General Counsel (DFAS); and
- ◆ Death of a customer.

C-3.3.2.4. The contractor shall provide timely written notice (see Section J.1) to the customer when a change results in a decrease or increase to the net pay of an account. The notice shall provide a detailed accounting of all pay items.

C-3.3.2.5. For change requests received, which the contractor asserts, are not within the scope of this contract, the contractor shall immediately contact the contracting officer's representative for a contracting officers' resolution of the matter.

C-3.3.2.6. Reports: See the DRAS-APS and RCPS Output Reports in Section F.

C-3.4. Disbursing Support: The contractor shall support the government's disbursing function by preparing files of disbursing information with the detail needed for accurate and timely payments. The files must meet specific interface requirements of the government's disbursing systems. Disbursing system interface requirements are listed in Section J.7, and detailed in the technical library (L.10). For collections, the contractor shall adjust the customer's account as appropriate (Section J.3, publications). The contractor shall also participate in the resolution of inconsistencies between entitlement and disbursement data. The government will continue to collect, control and disburse public funds.

C-3.4.1. Reports: See the DRAS-APS and RCPS Output Reports in Section F.

C-3.5. Customer Service: The Customer Contact Center is the front-line of the enterprise and the primary point of contact with the DFAS customers. The contractor shall interact with customers and high profile agencies on inquiries, account changes, and questions related to accounts and business operations services. The contractor shall meet the minimum service level requirements (see PRS at Section J.1, and service level agreements in the technical library) in responding to customer requests. The contractor shall have a capability to respond to all forms of inquiry, which include but is not limited to telephonic, facsimile, web-site, and e-mail. Regardless of the incoming response, the contractor shall ensure that a consistent level of support is provided.

C-3.5.1 The government will evaluate the contractor capabilities to provide world-class customer support. The following are some of the features desired in providing this support.

C-3.5.1.1 An integrated and real time system which can integrate and provide visibility of the types and categories of customer support being provided through the various media. The system should be capable of processing inquiries as stated in the Performance Work Summary (See Section J.1) and have the capability to expand to meet future requirements. The system should provide a real-time view of the service center as a whole and allow agent monitoring for adherence to a schedule.

C-3.5.1.2 The system should be able to forecast the workload depending upon the or historical workload and allow for adjustments during the business day as directed by actual traffic loads. The system should project the numbers of agents required to handle the forecast traffic load and allow for the reassignment of agents depending upon the actual

traffic load being experienced in an area or media. This balanced approach is to ensure the efficient use of personnel against service level so the average over the day or week is acceptable and that all media input is adequately addressed.

C-3.5.1.3 The system should be able to track each inquiry to completion. The inquiry begins when a customer provides input and the status is tracked and monitored through various review cycles until the customer's inquiry is closed with a response back to the customer. The system should track the number and age of each inquiry and the identification of backlog areas. All areas will be monitored on a periodic basis to ensure that any areas experiencing a backlog are identified for management attention. The actual workload within each area will be maintained for historical tracking and be used for input to future manpower projections.

C-3.5.1.4 The system should track the types of inquiries being received so that the actual workload for certain types of inquiries can be monitored and evaluated. The evaluation will consist of evaluating innovative labor savings techniques that can be applied to reduce workload without sacrificing either service or security.

C-3.5.1.5 The system should be designed to allow for the use of the most recent common user interface standards. The system should be seamless to the user and allow for the automatic reporting of certain key management data.

C-3.5.1.6 Agents need to be trained on a continuous basis. The contractor will ensure that adequate numbers of trained Agents are available to meet the contract requirements.

C-3.5.1.7 The system should be supported either through a warranty or maintenance agreement that provides a high level of confidence that software and hardware problems will be expedited with minimal delays in service. The update and installation of upgrades to the system should also be included to allow for the refreshment of the technology.

C-3.5.2. The customer service representatives shall politely and professionally respond to customers and provide instructions and other needed information quickly and efficiently. The contractor shall provide a point of contact to record complaints, track problems, take corrective actions, advise recipients when the correction will be accomplished and how printed products will be received.

C-3.5.3. The contractor shall provide access for customers to ask questions or request information within the performance requirements. At the request of the government, the contractor shall periodically meet with the government and make known any trends, particular issues, or requests based upon an individual or universal needs of customers.

C-3.5.4. Subject to the provisions of the Privacy Act, the contractor shall respond to inquiries concerning pay accounts. Example sources of these inquiries and requests for information include, but are not limited to account holders, the Executive, Judicial, and Legislative Branches of the U.S. Government, the U.S. Treasury, the Office of Personnel Management, and the Office of Secretary of Defense and its Delegates. Also respond to the National Servicemen's Life Insurance, the Service Relief Societies, the Fleet Reserve Association, the Non-Commissioned Officer's Association, the Retired Officer's Association, Federal Reserve Banks, Commercial Financial Institutions, and others as appropriate.

C-3.5.5. Reports: See the DRAS-APS and RCPS Output Reports in Section F.

C-3.6. Business Operating Automated Information System: The contractor may elect to accept the government's Automated Information Systems (AIS) as government Furnished Property for the performance of this contract or propose a commercial system equal to or better than the Defense Retiree and Annuitant Pay System (DRAS). DRAS system description, interface requirements and functional requirements are found in Section J.5, J.7 and in the technical library. The contractors shall comply with interface requirements as specified in the data descriptions and functional requirements.

C-3.6.1. DRAS System: If the contractor proposes to use the current DRAS, the contractor shall provide routine maintenance and updates to keep the system operational.

C-4. Refresh of DRAS Technology: If the contractor proposes DRAS to perform the requirements and during performance determines it is more efficient to refresh the DRAS technology and change the system configuration, the contractor shall submit a proposal to the contracting officer for consideration. The contracting officer and contractor shall negotiate the terms and conditions of the agreement and process the change as a contract modification.

C-5. Contractor Proposed AIS: If the contractor proposes to use a commercial market AIS system, the system shall operate using technology that accurately and efficiently performs the functions stated above in Section C in a timely and quality manner. The system shall have established interface utilities based on industry standards and meet interface requirements as outlined in Section J.5.

C-5.1. Inputs and Interfaces: A contractor proposed AIS shall properly interface with all external agencies that require access to the system in order to up-load data, and interface with the DFAS internal system to perform its mission. (See Section J for interface list and the technical library for detailed interface specifications.) The proposed AIS system shall have accurate and efficient functionality to track payments, calculate pay, and pay military retirees, former spouses, and annuitants. Have the flexibility to incorporate future operational changes and to interact with new or improved systems and to process necessary periodic changes in a quality and timely manner that maintains cost effective operations while at the same time accommodates anticipated account growth.

C-5.2. Outputs: A contractor proposed system shall deliver all reports and files as outlined in section J and provide standard and ad-hoc reporting capabilities. Provide statistical tools to display, array and analyze the data graphically and numerically.

C-5.3 Database Characteristics: See section C-6.9. (System Administration).

C-5.3.1. Ownership and Portability: The government shall own all stored data and information. The system software shall be portable and scaleable across hardware, operating systems, web servers, and database management systems.

C-5.3.2. Security and Encryption Standards: The contractor's system shall use commercially available security products that conform to current and successor security and encryption standards, and commercially available certificate authorities standards. The contractor's system shall work properly with firewall technologies, to allow databases and information to be secured from public Internet access.

C-5.3.3. Contractor Security and Internal Controls: For components of the system that may be hosted in part or entirely by the contractor, the contractor's control structure, policies and procedures shall provide reasonable assurance that:

- ◆ Changes to the hardware, system software, and applications are authorized, tested, approved, properly implemented, and documented. These changes shall adhere to internal control guidelines in preventing fraud, waste and abuse;
- ◆ Access to programs and data is restricted to appropriately authorized individuals;
- ◆ Enhancements and new solutions models are authorized, tested, approved, properly implemented and documented;
- ◆ Physical access to computer equipment, storage media, and program documentation is restricted to properly authorized individuals;
- ◆ Data transmissions with government entities are complete, accurate, confidential and secure.
- ◆ Data is safeguarded and not sold or offered to another entity without explicit permission from the government's contracting officer.

C-6. System Maintenance and Updates:

All requirements in section C-6 apply to the use of the DRAS or a commercial information technology system to perform the functions. The contractor shall maintain the AIS to meet evolving operational requirements and update the software to incorporate legislative and regulatory changes that affect military retiree and annuitant pay during the contract period. The contractor shall incorporate the following capabilities into its AIS planning.

C-6.1. Capability Maturity Model (CMM): The Software Engineering Institute (SEI) developed the Capability Maturity Model (CMM) for software to guide organizations in assessing and improving critical software processes. The contractor shall demonstrate a commitment to the SEICMM, by accomplishing an independently verifiable rating of Level two (2) or higher for all related tasks at contract award, and Level three (3) or higher for those tasks during option years.

C-6.2. Requirements Management: Requirements management is the process of developing and maintaining requirements for a software project. The government reserves the right to impose implementation dates for changes resulting from legislation, court ordered action, or other situations beyond DFAS discretionary control, but will negotiate implementation dates for other required customer enhancements.

C-6.2.1. The contractor shall develop and manage system requirements. This includes gathering, defining, analyzing, reviewing, and documenting requirements. The contractor shall deliver system change specification and technical design documents.

C-6.3. Software Project Planning: Software project planning is the process of establishing plans for performing the software engineering and for managing the software project.

C-6.3.1. The contractor shall produce a software project plan that reflects the software size, resources, cost estimate, performance risks, changes needed, and the schedule to implement software releases. The contractor will track the accomplishments and progress of a software project and compare the results with the software project plan and deliver a status report to the Contracting Officer.

C-6.4. Software Quality Assurance Plan (SQA): The contractor shall provide a SQA plan that describes all SQA activities required for the AIS. The plan shall, as a minimum, include

the schedule of all SQA activities, the description of the project, product modifications, process audits, and a description of other relevant SQA activities.

C-6.5. Configuration Management: The contractor shall develop a configuration management plan that includes the documentation, version control, tractability, and a review process of changes and modifications to the system configuration prior to implementation. The contractor shall maintain the configuration management plan, and update and maintain the baseline functional requirements. The contractor will also identify and recommend changes to improve system efficiencies.

C-6.5.1. Government-Directed AIS Changes. The government may request system changes based on new legislation, policy, new or existing requirements, system performance issues, or enhancements. When multiple changes are requested simultaneously, the government will provide the priority of implementation and completion dates. The contractor shall coordinate system interfaces and file formats with the appropriate entities prior to implementation.

C-6.5.2. As necessary, the contractor will update and provide applicable operating instructions to support the changed functionality. The contractor will facilitate or participate in reviews, evaluations, or meetings for government system development phases.

C-6.5.3. The contractor shall provide the labor hours and other associated costs for the proposed changes and modifications, determine the impact of the change, and prepare a benefit analysis.

C-6.5.4. Personnel for Government-Directed AIS Changes.

The contractor shall provide personnel to support the requirements defined for government directed AIS changes. The contractor shall provide the appropriate personnel to meet the performance requirements, and shall provide resumes for those labor categories designated as Key Personnel. The government – Directed AIS Changes will be ordered through Task Orders issued IAW Section G of the subsequent contract.

Based on historical data, the government estimates the level of effort to be 120,000 hours per year or 1,200,000 hours over a ten-year period.

C-6.5.4. Personnel for Government-Directed AIS Changes. The contractor shall provide personnel to support the requirements defined for government directed AIS changes. This labor mix identified will be used for bid evaluation purposes only. Labor will be in accordance with the qualification requirements described below.

CATEGORY	QUALIFICATION
PROGRAM MANAGER (KEY PERSONNEL)	<u>Duties:</u> Monitors and directs overall day-to day operations and production. Ensures that operations, work and personnel are scheduled in advance and coordinated. Ensures that plans for performing all work on a daily basis are developed, coordinated, approved, and disseminated, and that these plans are met. Oversees the personnel management activities of the organization. Reviews new pay laws and regulations, implement procedures accordingly and coordinates with affected parties or organizations.
ADP PROJECT MANAGER (KEY PERSONNEL)	<u>Duties:</u> Performs day-to-day management of assigned delivery orders projects that involve teams of data processing and other information systems/management professionals who have previously been involved in analyzing, designing, integrating, testing, documenting, converting, extending and implementing automated information systems. Demonstrates proven skills in those technical areas addressed by the delivery order to be managed. Organizes, directs and coordinates planning and production of all activities associated with assigned delivery order projects. Demonstrates writing and oral communications skills.
SENIOR FINANCIAL ANALYST	<u>Duties:</u> Serves as a group leader ensuring that a group of analysts are working in concert to automate complex business practices within the time-frame specified by the Customer and that all of the requirements are met. Shall be able to assess product and procedures for compliance with government standards, as well as compliance with accounting principals and multi-tiered system application standards. Shall be able to grasp interrelationships between financial management requirements and automation solutions, considering the current system environment and the potential integration of added systems concurrently or later. Prepares milestone status reports and presentations for colleagues, subordinates, and end user representatives. Coordinates all aspects of complex financial application automation requesting guidance only in extremely difficult situations. Completes objectives independently within the <u>-negotiated</u> budget.
COMPUTER SYSTEMS ANALYST	<u>Duties:</u> Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management duties. Develops plans for Automated Data Processing (ADP) systems from project inception to conclusion. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.
COMPUTER PROGRAMMER	<u>Duties:</u> Shall be capable of utilizing third and fourth generation or current state-of-the-art ADP equipment and languages to analyze systems requirements and

	devise program logic for business, management, communication, tactical, and technical problems. Shall be able to develop detailed flow charts and instructions for programs, develop general diagrams and process flow charts. Shall be able to develop tape layouts and record formats and add additional data items necessary to accomplish work products. Experience should include programming in MVS, DOS, or LUNIX systems as <u>well as</u> languages such as COBOL, C, or Ad.
DATA BASE MANAGER	Duties: Shall be capable of managing the development of data base projects. Shall be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and back up and recovery of data. When necessary, reallocates resources to maximize benefits. Incumbent shall be able to prepare and deliver presentations on data base management systems (DBMS) concepts. Provides daily supervision and direction to support staff. Monitors performance and <u>evaluates-areas</u> to improve efficiency.
DATA BASE MANAGEMENT SPECIALIST	Duties: Shall be capable of providing highly technical expertise and support in the use of DBMS. Shall be able to evaluate and available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements and maintains database back-up and recovery procedures for the processing environments and ensures <u>data integrity</u> , security and <u>recoverability</u> are built into the DBMS applications.
QUALITY ASSURANCE SPECIALIST	Duties: Shall be capable of evaluating software and associated documentation. Incumbent will participate in formal and informal reviews to determine quality. Participates in the development of software quality assurance plans. Examines and evaluates the SQA process and recommends enhancements and modifications. Develops quality standards.
SENIOR COMPUTER SPECIALIST	Duties: Shall be able to determine costs for converting computer systems from one language or machine to another by utilizing compilers, simulators, emulators, and/or language translators and recommend better utilization of operating systems capabilities to improve system efficiency. Candidate shall be able to develop, manage, maintain, and evaluate current state-of-the-art computer hardware, software and software development tools; evaluate their ability to support specific requirements and interface with other equipment and systems; determine potential and actual bottlenecks; propose recommendations for their elimination and make recommendations for systems improvements that will result in optimal hardware and software usage.
FINANCIAL ANALYST	Duties: Shall be able to clearly define government financial business practices for integration into the government financial business system. Identifies potential problems and solutions through analysis identifying recommended solutions. Incumbent shall be able to work with functional specialists, automation specialists, contractors, vendors, and Customers to effectively automate the Customer's requirements into an automated applications. Acts as a focal point to coordinate all disciplines in the recommended solution. Shall be able to apply state-of-the-art applications that will effectively automate financial applications in the most effective <u>manner</u> while adhering to the established Accounting Principals and Practices.
JUNIOR FINANCIAL ANALYST	Duties: Shall be able to determine the feasibility of automating government financial business practices. Incumbent shall be able to define governmental financial business practices, Electronic commerce/Electronic Data Interchange (EC/EDI) opportunities, and incorporate the defined processes into an automated solution which includes relational data bases and distributed systems. Shall be able to recommend functional requirements for applications to be developed or justifies the non-development based on either cost or technology non-availability. Shall be able to communicate with both ADP and financial oriented individuals to document the flow, to recommend opportunities, to impact recommendations and to serve as the liaison between the financial specialist and automation specialist that do not have both disciplines. Shall be able to apply sound accounting and data

	processing principals while developing <u>automated processes</u> to fit an <u>existing</u> financial application.
TESTING SPECIALIST	<u>Duties.</u> Shall be capable of designing and executing ADP software tests and evaluating results to ensure compliance with applicable regulations. Shall be able to prepare test scripts and all required test documentation. Shall be able to design and prepare all needed test data. Analyzes internal security within systems. Reviews results and evaluates for conformance to design.

C-6.6. System Test for New Releases: The contractor shall develop a test plan that describes the goals and objectives of testing and the resources to successfully conduct the testing. The contractor shall document and maintain test procedures and expected results of the test in a system test plan.

C-6.6.1. Prior to programming, the contractor will obtain certification from the government that the system changes comply with government rules and regulations in the computation and distribution of pay. The contractor shall distribute notification of a release to all affected areas, provide schedules of system jobs to all users when input transactions and major system updates will be processed. The contractor shall provide the implementation guidance for each release and, when necessary, conduct training to maintain proficient use of the system.

C-6.7. Security Access: The contractor shall process system access requests in accordance with established security procedures and provide unrestricted query access as directed by the Contracting Officer.

C-6.8. Production Support: The contractor shall perform daily-required activities to ensure successful operation of the system software and activities necessary to support all system interfaces. The contractor shall monitor the production system to: verify successful job execution and completeness, correct and manage production problems, and apply upgrades to commercial off-the-shelf (COTS) software as required to ensure software is current and updated and operating consistent with application upgrades and industry standards.

C-6.9. System Administration: The contractor shall have the capability to perform database administration, database design, design queries, data architecture administration, data security, resolve end user problems, support day-to-day system performance monitoring, perform system backup and recovery, and perform system and software and hardware upgrades.

C-6.10. Web Page Support: The contractor shall make recommendations to update the DFAS-HQ web site for military retiree and annuitant pay and implement the approved recommendations.

C-7. Information Processing Center:

C-7.1. Scope of Work: The contractor shall provide all equipment, materials, personnel, supervision, tools, and other items and services necessary to operate and maintain an Information Processing Center Operating Environment.

C-7.2. General Information: This section refers to the electronic internal and external communication and data processing capability to provide, operate, and maintain the hardware and system software environment necessary to achieve the performance and reliability standards for the AIS. The objective in supporting field level support organizations is to provide access to the AIS to permit the input and update of data under their cognizance. These field level support organizations are located in the United States and countries outside the United States and include all time zones.

C-7.2.1. The contractor shall provide telecommunications for local, wide-area network connectivity and data processing. Store processed finance and accounting data, and transmit sensitive transactions through the N-level Internet Protocol Router Network (NIPRNET), over combinations of dedicated and shared communication lines that connect the DFAS facilities in Denver and Cleveland.

C-7.2.2. The government will allow the contractor to use the NIPRNET to provide global data communications access to the AIS for field level support offices. The contractor shall be responsible for coordinating with appropriate vendor/government personnel to resolve telecommunications problems, provide a customer help desk at field level support organizations to report technical problems, and to implement security countermeasures. Notify the government of actual or anticipated communications downtime.

C-7.3. Processing Services: The processing site shall have computer and communications hardware, a suite of systems, utility, and communications software for each environment, and operational and executive software support. The contractor shall perform routine scheduling, monitor applications for ABENDS, notify designated customer software support personnel and affected users/customers, perform weekly data back-ups, data archiving, tape handling, output product generation, problem resolution and printing services for the retiree and annuitant pay operations. Summary of workload is outlined in Section J.6.

C-7.4. Host Site Operations: The contractor shall perform the full scope of duties related to the establishment and operation of a host site operation. This includes, but is not limited to:

- ◆ A fully trained staff
- ◆ Provide, operate, and maintain host site hardware and software
- ◆ Maintenance and maintenance coverage
- ◆ Uninterruptible power supply system for resident hardware
- ◆ Secure facilities and file security packages
- ◆ Media library services
- ◆ Host site telecommunication hardware
- ◆ Patching and analog or digital monitoring of equipment
- ◆ Coordinate and resolve telecommunication problems
- ◆ Monitoring system and communication network performance
- ◆ Enhance and upgrade hardware to improve operations
- ◆ Capacity planning for host site
- ◆ Establish interface capability for processing
- ◆ Recommend changes to compensate for workload adjustments
- ◆ COOP

C-7.4.1. Database Characteristics: See C-6.9. (System Administration).

C-7.5. Telecommunication/Network Support: The contractor shall coordinate the necessary procurement, delivery, installation, and maintenance of data communication equipment (DCE) ordered to carry out the tasks. The contractor shall also manage networking, Internet connectivity, telecommunications, and any other processing hardware and software necessary to perform the data processing services. The contractor shall coordinate and resolve telecommunications problems with vendor and government personnel and notify users and other relevant systems of actual or anticipated communications downtime.

C-7.6. Telecommunication/Network Capacity Planning: The contractor shall perform capacity planning for the host site to ensure adequate communications facilities are available to meet requirements in accordance with scheduled implementation requirements. Monitor and perform capacity planning in support of dial circuit usage, and notify customers of any network issues that may affect system performance.

C-7.7. Network Equipment and Facilities: The contractor shall arrange for installation and testing of data communications circuits and equipment required for circuits ordered to support systems at remote sites. These field level support organizations are located in the United States and countries outside the United States and include many time zones.

C-7.8. Network Operations: The contractor shall coordinate the installation of Defense Information Systems Network (DISN) provided network connectivity system requirements, and implement teleprocessing configuration changes and releases. Provide monthly reports of production site help desk log entries for applications and respond to customer request for utilization reports on telecommunication lines.

C-7.9. File Management for the Host Site: The contractor shall assist customers to resolve data file integrity problems, and reload damaged storage data files in the event of hardware failure. Provide the dedicated storage media required for efficient operation of retiree and annuity pay operations and AIS support processes.

C-7.10. Problem Resolution / Help Desk / Hot line: The contractor shall establish a process to resolve problems, track incoming calls, report technical problems at remote sites, and arrange for resolution of remote site problems in accordance with established contractor procedures. The contractor shall provide toll-free, multi-line telephone numbers for dial-in user access to the operating system. The hours of operation shall be Monday through Friday, 0630 until 1900 hours (EST) and the help desk shall be available when jobs are running.

C-7.11. Application and Operating System Software Release Management: The contractor shall identify required hardware and environmental software to support new application or environmental software releases or change. Create, review, and update test procedures that govern the use of environmental software and provide information from test results that may impact application programs or the operating environment. Maintain an off-site master copy of the environment software and associated user and operational documentation.

C-7.12. ADP Security: The contractor shall provide a secure operating environment that meets the requirements of DOD Directive 5200.28 and 5200.8R and its successor. Update the activity AIS security documentation in accordance with current and successor DOD Instruction 5200.40, and DOD Information Technology Security Certification and Accreditation Process (DITSCAP) to obtain accreditation. Implement, maintain, and operate effective security measures.

C-7.13. Restart and Recovery: The contractor shall create and follow a recovery plan for performing system restart and recovery and resolve executive software and hardware problems. Report all system problems within thirty (30) minutes to the customer for coordination and resolution of application system problems.

C-7.14. Documentation: The contractor shall prepare, maintain and provide a technical computer operations manual with customer coordination, and provide required operational procedures and documentation for host environment software.

C-7.15. Computer Input: The contractor shall maintain and control input data received at the host site and properly dispose of processed input data in accordance with documented instructions.

C-7.16. ADPE Procurement and Contract Administration: The contractor shall notify the government of any contractual issues that may affect performance.

C-7.17. Reports: See Section F.

C-7.18. Printing Service: The contractor shall provide printing and duplication services to include the production of one-time and recurring hard copy output reports, letters, forms, labels, brochures, and pamphlets that support retired and annuity functions. The contractor shall also reproduce impressions of operating procedures and training materials as specified by the government. The government shall furnish the necessary templates to print forms. The current environment uses Xerox 4135-compatible format.

C-7.18.1. Equipment Capability: The output equipment for printing shall meet or exceed industry standards for dots per inch, binding with address and bar codes out to insert into 9-1/2 inch by 4-1/8 inch window envelopes. The printing equipment shall have a capability to merge electronic forms with variable data and print both single and double-sided output.

C-7.18.2. Mass Mailing: The contractor shall perform mass mailings of retiree and annuitant account statements and other forms in accordance with DoD regulations. The number and quantity of mass mailing print may vary relative to the number and type of legislative or regulatory changes that affect the retirement or annuitant compensation of individuals. Each side of the retiree account statement contains both form and variable data.

C-7.18.2.1. The government estimates a minimum of two million account statements every December.

C-7.18.2.2. Printing Outputs: See the Printing workload estimates at Section J.6.

C-7.18.3. Test Runs: At the direction of the government, the contractor shall perform test runs involving various forms and statements, with the type and quantity of the test run to be determined by the government. The contractor shall complete production and distribution within two workdays.

C-7.18.4. Non-test Orders: For mass mailings, the government may provide the contractor with incremental job orders for printing and distribution.

C-7.18.5. Quality Control: The contractor shall establish and implement a process to provide product recipients a point of contact for quality control; record complaints; track problems; take corrective actions; advise recipients when the correction will be accomplished; and use a postage method to ensure the timely delivery of products as specified for receipt. The contractor shall meet or exceed delivery schedules as specified by the government. See Printing Service Level Agreement (SLA) in the Technical Library.

C-7.18.6. Operational Test: The government may require a demonstration of the contractor's proposed equipment and processes before and/or after award. If the government requires a demonstration, the contracting officer will give the contractor adequate advance notification and specific details related to the operational test in order to prepare for the test.

C-7.18.7. Deliverable: Production Reports – the contractor shall provide a machine report that verifies the actual production units created by the equipment.

C-8 Transition Plan:

The contractor shall provide a transition plan that describes the start-up and transition of services in Section C, without a decline or disruption to on-going operations. The contractor shall complete the transition to full contract performance within the 12-month base period of the contract, or within any other base period for transition offered by the contract during contract award negotiations. The contractor shall address in detail the approach and

schedule to be employed in transitioning to contractor related business operations, AIS (if other than DRAS), and IPC (if applicable). The transition plan shall delineate between government and contractor responsibilities and address testing validation procedures for each major event to ensure transition readiness. The contractor shall develop a methodology to transfer data from the government's operating system to the contractor's system; contractor telecommunications connectivity to users; security; and establishment of an intranet for users; and an estimated time period to transition operations.

C-8.1. Prior to the contract start date, the government shall provide a 60-day initial contractor training period to permit contractor personnel to observe government operations deemed necessary to help contractor personnel become familiar with their assigned areas of responsibility. If necessary, additional training time may be granted by the contracting officer.

C-8.1.2. Phase Out Transition Period: The contractor shall attend a phase-out meeting with the DFAS-HQ Contracting Officer six months prior to contract expiration and this meeting will initiate the phase-out period. A successor (either the government or another contractor) will require phase-in familiarization to continue satisfactory performance of the PWS services. During the phase-out period, the contractor shall make available the highest level expertise to ensure a seamless transition between the incumbent and successor contractor. Continuity of services must be maintained without interruption.

C-8.1.2.1. At the conclusion of the contract, the government will own all database information and files. The contractor shall deliver all data base information and files to the government as directed by the Contracting Officer.

C-8.1.2.2. The contractor shall prepare a detailed Continuity of Services Plan that describes the contractor's planned phase-out activities to effect the orderly, efficient and timely transfer of data files, functions, operations, and other system information under the contract.

C-8.1.2.3. At the government's request, the contractor shall continue operating its system(s) for up to six months into the successor contractor's performance period. The overlap of services is intended to provide the government a means to determine that the successor system is operational prior to the incumbent removing the in place operating system(s). This requirement in no way shifts the liability of the successor contractor's performance to the incumbent contractor.

C-8.2. Reports: See Section F.

C-9. Continuity of Operations Plan (COOP): Continuity of Operations Plan (COOP) is a plan for emergency operations from an alternate site. The contractor shall provide a COOP that demonstrates the ability to perform the contracted services at an alternate location in the event of a major natural or man-made disaster at the primary place of performance. The plan shall clearly describe the contractor's actual available and intended resources to execute the plan and the time necessary to reach a 100% operating capability.

C-9.1. The contractor's COOP shall provide a methodology for preventive measures to adequately prepare for continuity of operations for processing, to include the following: Off-site storage; AIS file backup; processing backup; backup COOP plan for recovery of AIS including any processing supported by a service provider; telecommunications; emergency procedures; vital records; location (control site, relocation site, off-site storage locations and reconstitution location) assets, automated equipment, and supplies.

GUIDANCE: DFAS Management Plan 3020-26R, Paragraph B-2, DFAS 8000.1-R Section H C4, and Chapter 4, HC4-1 – HC4-12.

C-9.1.2. Reports: See Section F.

C-10. GOVERNMENT-FURNISHED PROPERTY AND SERVICES

C-10.1. General Information:

The government will provide the property, materials, and services listed in Section J.4. If the contractor proposes to use the DRAS AIS, all documentation is available in the reference library. The software is government - owned as is the data that resides on the systems. At the completion of the contract period, all rights to the DRAS software and data files as updated/modified will be returned to the government.

C-10.1.2. N-level Internet Protocol Router Network (NIPRNET): The government will allow the contractor to use the NIPRNET to provide global data communications access to current and future field level support offices and data interface partners. The contractor shall provide connectivity to the NIPRNET and use a software application compatible with the current operating environment software that supports the NIPRNET.

C-11. Contractor-Furnished Services:

C-11.1. Store and Transmit Data: Store processed finance and accounting data, and transmit sensitive transactions through the N-level Internet Protocol Router Network (NIPRNET), or a commercial market telecommunications system, over combinations of dedicated and shared communication lines that connect user activities.

C-11.2. Other DCE: For data communications equipment (DCE) outside of the NIPRNET, the contractor is responsible for coordinating the procurement, delivery, installation, and maintenance of DCE ordered. The contractor shall also manage networking, Internet connectivity, telecommunications, DCE, and any other processing hardware and software necessary to perform the data processing services for the DFAS AIS.

C-11.3. Coordinate: The contractor shall be responsible for coordinating with appropriate vendor/government personnel to resolve telecommunications problems, provide a customer help desk at field level support organizations to report technical problems, and to implement security countermeasures. Notify the government of actual or anticipated communications downtime.

C-11.4. Telephone Services: The contractor shall provide communication lines in sufficient number as to serve the customer as well as provide personnel with access to agencies that require interaction in order to serve the customer to the fullest extent possible and fulfill the requirements of this PWS.

C-11.5. Security and Fire Protection: The contractor shall submit a plan describing methods to protect records from theft and/or fire.

C-12. Contractor-Furnished Materials: The contractor shall furnish all expendable materials in the performance of this contract. The government will, at the request of the contractor, provide an initial stock of materials sufficient to begin operations for a thirty-(30) day period. The contractor shall be responsible for keeping enough materials on hand for the performance of the contract according to its terms.